

## COMMUNITY SERVICES DEPARTMENT

### I. DEPARTMENT MISSION STATEMENT

Our mission is to support individuals and families to thrive as contributing members of the community by providing high quality services and learning opportunities.

The Community Services Department serves and supports the least advantaged individuals and families by providing high quality children's services and family learning opportunities that increase self-sufficiency and contribution to the community.

### A. STRATEGIC PLAN

The Community Services Department developed a strategic plan to inform future planning efforts and set resource priorities. The process included all levels of CSD, community partners, clients and advisory boards. Three value-based goals emerged:

1. **Cultivate an inclusive organizational culture where people share and implement a common vision**

The department continued multiple programs to address emerging community needs. Recognizing the importance of coordinating and strengthening our efforts, our staff identified a clear, unified organizational vision that resonates with all CSD members. In 2002-03, Community Services actively recruited multilingual teachers.

2. **Intensify our focus on community action to broaden and improve our services**

Our department is the Community Action Agency for Contra Costa County, charged with improving quality of life for the community's least advantaged populations. All of our programs are rooted in the community action philosophy of empowerment, and we want to ensure that all staff shares an understanding of how empowerment integrates all our services.

3. **Provide leadership for community action to create and improve linkages among service providers, educators and the people**

The Community Services Department effectively utilized partnerships to greatly enhance services in the early childcare and education field over the past few years. We seek to utilize our position as the Community Action Agency in Contra Costa County

to develop sectors of the community that strengthen individuals and families. We seek to craft linkages, leverage resources, and creating greater synergy both within the organization and in the wider community.

## **II. MAJOR PROGRAM DESCRIPTIONS**

### **A. PROGRAM SERVICES**

Community Services Department receives both Federal Head Start and State Child Development funding to provide program services to low-income families throughout Contra Costa County. The program provides comprehensive quality services to income eligible families with children birth to five years of age, including services to pregnant women.

The program offers full-day, full-year services to over 70% of the families enrolled, including high quality preschool education, health, dental, mental health, and family support services. Families are empowered to become more self-sufficient through job training programs and family advocacy services. Additionally, families have access to resources to help ease any household financial struggles such as the Heating and Energy Assistance Program and services provided by the Community Services Block Grant (CSBG). CSBG also provides food, emergency shelter, training to family childcare providers, and services to the elderly.

The program provides over 5,000 free nutritious snacks and meals to children each day in 24 conveniently located Child Care Centers, and educates over 2,000 parents per year about nutrition, through flyers, meetings, newsletters and direct services.

PROPOSED FY 03-04 BUDGET:	\$25,688,081
PROPOSED FY 03-04 FTE:	347

### **B. COMMUNITY ACTION**

As the designated Community Action Agency for Contra Costa County, the Department is also considered an anti-poverty agency. To assist low-income people, CSD addresses multiple needs with a comprehensive approach. Partnerships with community organizations help involve low-income clients in the agency's operations and programs designed to measurably reduce poverty. The Department provided:

- Food for nearly 4000 families and nutrition education to improve family health.
- Health/respite services to families with low-income seniors.
- Services that help family members pursue/maintain employment.
- Early childhood school and family services.

- Links between community organizations serving the low-income in the County population.
- Employment training assistance and on-the-job training leading to Child Development Associate certification.
- An on-line resource and referral system for counselors and individuals to help locate needed social services.

PROPOSED FY 03-04 BUDGET: \$ 2,148,276  
 PROPOSED FY 03-04 FTE: 2

**C. HOUSING & ENERGY ASSISTANCE**

The CSD distributes State energy emergency relief to low-income residents to cover utility bills and relieve emergency financial situations. This program:

1. Serves over 5,000 low-income County residents with utility bill assistance, in cooperation with the State and PG&E.
2. Supports families moving toward self-sufficiency through budget counseling and energy conservation education.

PROPOSED FY 03-04 BUDGET: \$ 400,666  
 PROPOSED FY 03-04 FTE: 1

**D. ADMINISTRATIVE/SUPPORT SERVICE ACTIVITIES**

Provides personnel, payroll, fiscal administration, department clerical supervision, employee development and information technology services.

BUDGET: Supported by CSD Divisions  
 FTE: 12

**E. DEPARTMENT DATA**

FY 03-04 BUDGET: \$28,237,023  
 FY 03-04 FTE: 362

CATEGORIES	BUDGETED POSITIONS
Children's Program Services (Teachers, Family Advocates, Managers, Food Services, Site Supervisors)	347
Community Action; Housing Energy Assistance Program	3
Community Services (Administration)	12
<b>Total Budgeted Positions</b>	<b>362</b>

### RACE/ETHNICITY OF CHILD DEVELOPMENT STAFF

Class	Caucasian	African-American	Hispanic/Latino	Asian/Pacific Islanders	Filipino	Native American
Teaching Staff	12	40	16	4	9	1
Associate Teacher	14	43	27	21	14	
Family Advocates	13	12	15		1	1
Total	39	95	58	25	24	1

	Male	Female
Teacher	1	80
Associate Teacher	1	118
Family Advocates	5	37
<b>Total</b>	<b>7</b>	<b>235</b>

### III. DEPARTMENT ACCOMPLISHMENTS

#### A. STAFF DEVELOPMENT

- Provided 69 training and staff development activities in partnership with the three local community colleges, the Training Institute, the Bay Area Regional Training Center, Contra Costa Child Care Council, and the Contra Costa Association for the Education of Young Children.
- Provided 150 staff members each with 160 completed hours of training in Reading the Professional Development Institute's "Focusing on Results: Pre-K" (Governor's Literacy Training), SPARKS "CIRCLE" and "Heads Up Reading".
- Trained 20 Family Advocates to use the Family Development Matrix and fully integrated it into the Family Partnership Agreement that was implemented in September 2001. "CIRCLE" was provided within CSD. The Department installed 3 satellite downlinks in different parts of the County, increasing participation in distance learning activities.
- Award recognition:
  - West Contra Costa Unified School District's Advisory Council for Special Education- *"You Make a Difference"*, Alberto Orellana, Mental Health and Disabilities Manager

- National Head Start Association – “*Beating the Odds National Award*”, Marianne Rowen, former Policy Council President.

## **B. INCREASED GRANT FUNDING**

- Received a Fatherhood Grant of Special Initiative Head Start Funding, \$50,000.
- Family Friendly Grant of \$5,000 for a Fatherhood Festival attended by 500 people.
- Obtained a 75% increase in Reading Is Fundamental (RIF) participation for the 02-03 program year, bringing the RIF program to all 3-5-year-olds enrolled in our program.
- Completed the rollout of the “Leap Frog” curriculum in most classrooms. Use of the Leap Mat will develop letter recognition, letter sound association, and phonological awareness.

## **C. DEVELOPED EXTENSIVE PARTNERSHIPS**

- Partnerships and collaborations with community organizations increased:
  - The Regional Parent-Teacher Association (PTA) joined the Policy Council and CSD is now represented on the County Parenting Task Force.
  - A new partnership formed with Martinez Early Childhood Center, resulting in an increase in multi-lingual teaching staff.
  - Provided training and guidance to partners so that they could actively participate in departmental initiatives such as Fatherhood Development.
- Provided ongoing technical assistance to many California Head Start Programs, First Baptist (our delegate agency), our community-based partners, and other agencies. Managers sit as board members for various community agencies leading the effort to improve health, mental health, and educational services for the families.

## **D. DOCUMENTING RESULTS**

- Significant progress has been made in measuring the results of services to child and families. Enhancements to an on-line resource and referral system will assist counselors and clients by locating appropriate social services.
  - Contracted with a software development company to establish a web-based tool that, when completed, will allow us to collect, aggregate, analyze and graphically represent family outcomes as a direct result of our program services.
- A new state-of-the-art 10 classroom facility to replace the Powers and Maritime sites in Richmond (groundbreaking ceremony

occurred summer 2002); completion anticipated for the 2003 school year.

#### **IV. CHALLENGES**

##### **A. INTERNAL TO DEPARTMENT**

- CSD is greatly challenged by the problem of childhood obesity, a national problem for low-income families. The CSD nutritionist is actively involved in the California Food Security Coalition and Contra Costa Food Policy Consortium.
- Fiscal challenges led to a reduction in administrative positions, while teaching staff was retained if possible.

##### **B. EXTERNAL TO COUNTY OPERATIONS**

- Challenges at both State and Federal level about the value of Early Childhood programs.

#### **V. PERFORMANCE INDICATORS**

##### **A. OBJECTIVE A**

To provide a comprehensive family literacy program, which supports reading readiness in children while improving literacy rates in parents.

##### **Indicators:**

Number of Books and learning tools added to the Early Childhood School Collection.

##### **Results:**

- Book drives were conducted with the Boy Scouts and San Ramon Valley Mothers' Club, yielding 528 gently used books appropriate for preschoolers. Participation in KidsFaire in September yielded over 1,300 gently used books for ages 2-5.
- Successful outreach was conducted with Teens Link with the Community, Lafayette-Orinda Presbyterian Church, and Living Skills Center for the Visually Impaired; 11 volunteers were obtained as a result of this outreach.
- Raising a Reader will begin this year with a "take-home" (lending) book bag program. Each child will select several books to "borrow" each week.

**B. OBJECTIVE B**

To provide measurable, results-based child and family outcomes, which demonstrate the effectiveness of the Department's Program.

**Indicators:**

Child scores on standardized tests: the six different measures are:

- ROMA
- DRDP+
- NRS
- ETERS
- ECERS
- NAEYC

**Results:**

All scores reflect an improvement due to CSD services.

**C. OBJECTIVE C**

To provide classrooms that meet or exceed health and safety standards.

**Indicators:**

The number of classrooms brought up to health and safety standards.

**Results:**

Eleven classrooms were brought up to standards:

- Four doublewide modular classrooms for 160 HS eligible children in Antioch, Concord, and Bay Point.
- Three doublewide modular classrooms for 120 HS eligible children in Pinole, Concord, and Antioch.
- 7- 1 Home Visitor "hub" and model classroom location at the George Miller site in Concord.

Relocation of classroom sites closed due to non-compliance with program standards:

- The Bridgemont site was closed and the 38 HS eligible children were relocated to the Fairgrounds site and the site is now used for socialization.
- Gehringer was closed and those 20 HS eligible children were relocated to the 2 nearby sites.
- Davis Park was closed and the 20 HS eligible children were relocated to the nearby sites.
- Funding was secured, and renovations started, for the Balboa site to bring the facility up to health and safety standards. This includes lead abatement, new children's bathrooms for each classroom, parking lot repair and new playground equipment.

**D. OBJECTIVE D**

Increase the cultural and linguistic competence of early childhood education teaching staff, especially in Latin cultures and Spanish language.

**Indicator:**

The number of Spanish-speaking teachers added to the staff

**Results:**

- Developed and implemented a teacher training program which was so successful that we filled 85% of our vacancies.
- Partnered with the Latino Network in East County, to recruit bilingual staff from the community. Five bilingual Spanish-English teachers-in-training completed their credentials and were hired as Associate Teachers.

**E. OBJECTIVE E**

To provide training and staff development that leads to completion of credentials and certifications listed Federal/State requirements, I-TEECH

**Indicators:**

Number of completed certificates by CSD teaching staff

**Results:**

- Eighty-one (81) staff members have enrolled in professional development activities.
- Teachers have completed approximately 4,655 units of training since the inception of the I-TEECH program in 1999.
- One hundred seventy-one (171) certificates have been issued to staff.
- Implemented a teacher-training program for parents to become early childhood educators. The Teacher Assistant Training program provided 15 parents with on-the-job training, while obtaining 12 Early Childhood Education college units toward an Associate Teacher Permit or a CDA Certificate within 18 months.

**F. OBJECTIVE F**

Enhance exempt provider care services by implementing the Home Start initiative.

**Indicator:**

Number of services delivered to families by Home Start staff.

**Results:**

- Implemented Home Start Countywide in early 2002; 20 providers were served during 2002-2003.



- Conducted monthly professional training classes for providers in partnership with UC Davis.
- Collaborated with the County's Employment & Human Services Department, CalWORKs, and Contra Costa Child Care Council to get ongoing referrals.
- First Five funds will be used to hire additional Home Base staff and specialists. Current staff provided:
  - 10,524 bags of food to more than 3,987 families,
  - health/respite services to 12 families with low-income seniors, enabling adult children to pursue/maintain employment,
  - after school services to 238 children enabling parents to pursue/maintain employment,
  - links for ten community based organizations under programmatic and fiscal supervision to serve the low-income population throughout the County, and
  - employment training assistance to 57 families. In FY 01-02, an additional 20 people received on-the-job training that led to a Child Development Associate certification.
- Mental Health services have increase approximately 400% by obtaining Medi-Cal reimbursement. The number of children who received mental health services from claiming Medi-Cal funds ranged from 60%-85%.

**G. OBJECTIVE G**

To increase family literacy of low-income families.

**Indicator:**

Number of families participating in the Reading-Is-Fundamental (RIF) program.

**Results:**

- 2,103 families participated in the RIF program at Children Centers compared to 1,899 in FY 2001-02, an increase of 10%.

**H. OBJECTIVE H**

To increase the number of families with accurate health and dental diagnosis.

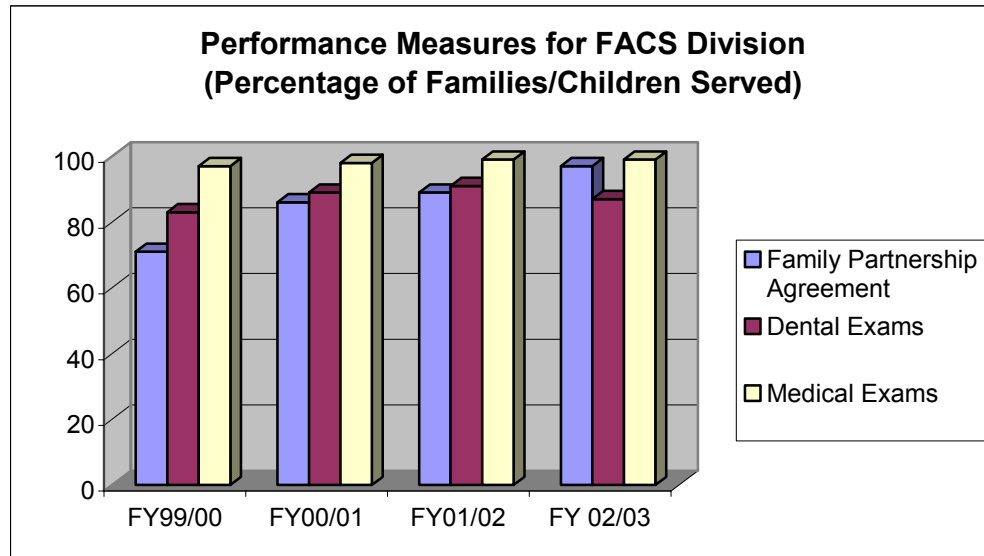
**Indicator:**

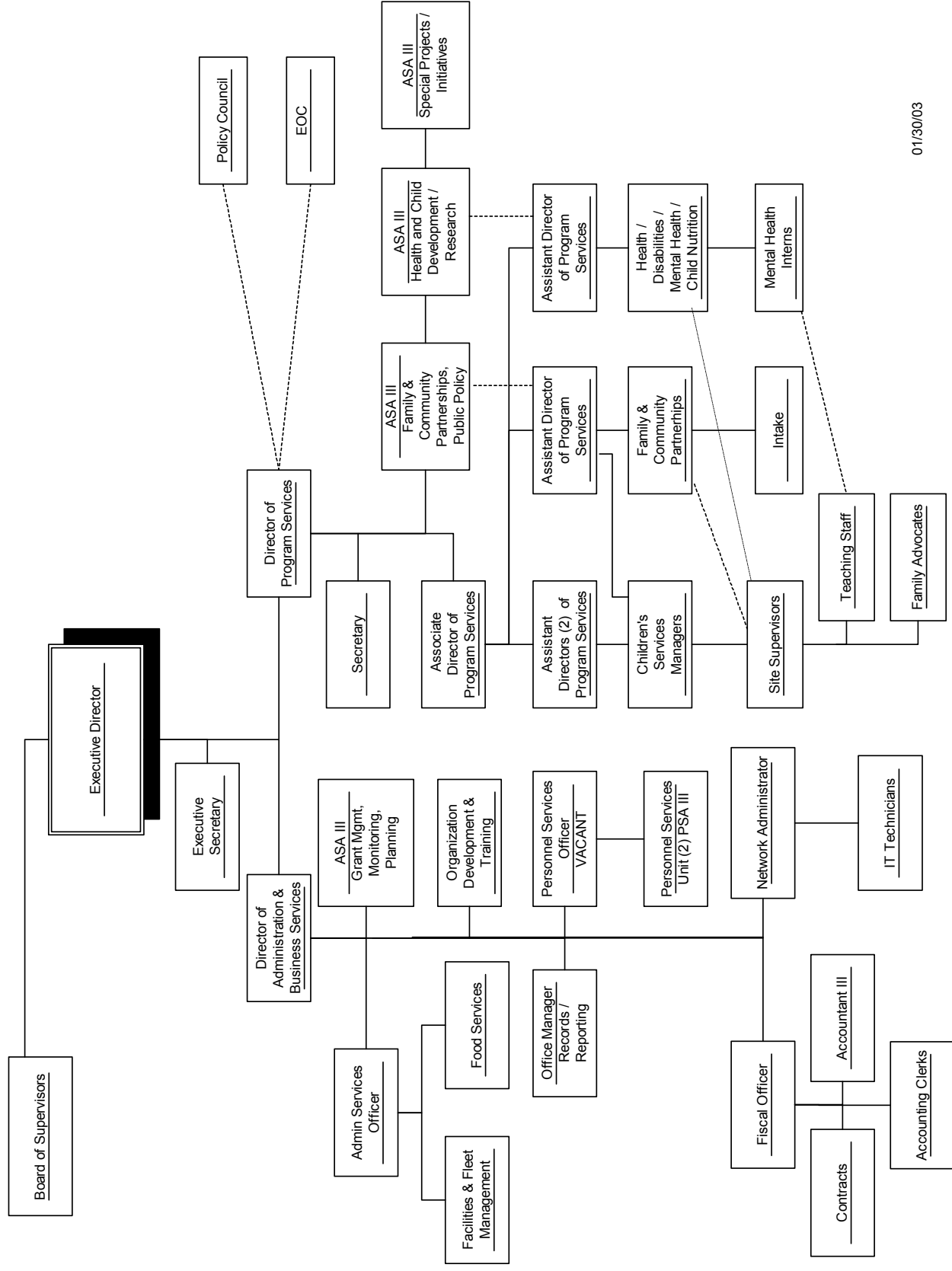
Percent of families receiving medical and dental exams and family partnership agreements.

**Results:**

- 99% of families completed partnership agreements, up from 67% four years ago.

- 99% of families received medical exams in 2003.
- 87% of families received dental exams in 2003, down from the previous two years because fewer dentists were available for exams.





01/30/03

